



**COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE**

D.T.C. 22-1

April 15, 2022

Petition of the State 911 Department for Approval of Fiscal Year ("FY") 2022 Expenditures, FY 2023 Development Grant Amount, FY 2023 Incentive Grant Regional PSAP Three to Nine Communities Category Percentage, and FY 2023 Incentive Grant Regional Emergency Communications Center Category Percentage

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**SECOND SET OF INFORMATION REQUESTS  
OF THE DEPARTMENT OF TELECOMMUNICATIONS AND CABLE  
TO THE STATE 911 DEPARTMENT**

Pursuant to 207 C.M.R. § 1.06(6)(c), the Department of Telecommunications and Cable ("Department") submits to the State 911 Department ("911 Department") the following information requests:

Instructions

1. Each request should be answered in writing on a separate page with a recitation of the request, a reference to the request number, the docket number of the case, and the name of the person responsible for the answer.
2. These requests shall be deemed continuing so as to require supplemental responses if the 911 Department or its witness(es) receives or generates additional information within the scope of these requests between the time of the original response and the close of the record in this proceeding.
3. The term "provide complete and detailed documentation" means: Provide all data, assumptions, and calculations relied upon. Provide the source of and basis for all data and assumptions employed. Include all studies, reports, and planning documents from which data, estimates, or assumptions were drawn and support for how the data or assumptions were used in developing the projections or estimates. Provide and explain all supporting work-papers. Provide live Excel spreadsheets.
4. The term "document" is used in its broadest sense and includes, without limitation, writings, drawings, graphs, charts, photographs, phono-records, microfilm, microfiche, computer printouts, correspondence, press releases, handwritten and/or typed notes, records, reports, bills, checks, articles from journals and/or other sources, e-mails, SMS text messages, blog postings, RSS feeds, web pages, social media postings such as Facebook and Twitter, and/or other data compilations from which information can be

obtained and all copies of such documents that bear notations or other markings that differentiate such copies from the original.

5. The term “Development Grant” refers to the Regional and Regional Secondary PSAP and RECC Development Grant outlined in G.L. c. 6A, § 18B(i)(5).
6. The term “E911” means Enhanced 911.
7. The term “FY” means fiscal year.
8. The term “Incentive Grant” refers to the Regional PSAP and RECC Incentive Grant and its four mechanisms, the Regional PSAPs Serving Two Municipalities mechanism, the Regional PSAPs Serving Three to Nine Municipalities mechanism, the Regional PSAPs serving Ten or More Municipalities mechanism, and the RECCs mechanism, outlined in G.L. c. 6A, § 18B(i)(4).
9. The term “Support Grant” is defined in G.L. c. 6A, § 18B(i)(2).
10. The term “EMD Grant” refers to the Emergency Medical Dispatch Grant. The statutory definition of Emergency Medical Dispatch is in G.L. c. 6A, § 18A.
11. The term “NG 911” means Next Generation 911.
12. The term “Petition” means the petition filed by the 911 Department to initiate this proceeding, as filed on March 3, 2022.
13. The term “PSAP” means a “public safety answering point” as that term is defined by G.L. c. 6A, § 18A.
14. The term “RECC” means a “regional emergency communication center” as that term is defined by G.L. c. 6A, § 18A.
15. If any one of these requests is ambiguous, notify the Department so that the request may be clarified prior to the preparation of a written response.
16. File responses with Shonda D. Green, Secretary of the Department, not later than the close of business on **April 27, 2022**.

#### Requests

- D.T.C. 2-1 Please refer to the Petition at page 12. Please identify by category and amount any expenses included in the total Radio Infrastructure project budget of \$132.5 million other than the referenced network fixed price agreement, network allowance agreement, and radio replacement and upgrades.

- D.T.C. 2-2 Please refer to the Petition at page 12. The 911 Department states that the projected cost of all radio replacements and upgrades is \$25.4 million but later states the cost as \$25.5 million. Please explain this discrepancy.
- D.T.C. 2-3 Please refer to the Petition at page 15 under *Public Education*. Please provide a sample of materials distributed through this program, and a list of events attended by the 911 Department in FY 2022 thus far for the purpose of engaging with the public.
- D.T.C. 2-4 Please refer to the Petition at Exhibit B under *Programs*, line-item *Public Education*. Please explain why projected expenditures exceeded actual expenditures in FY 2021, how this affected future projections, and the rationale behind the increase in projections from FY 2022 to FY 2023. As part of this response, please provide complete and detailed documentation of the FY 2023 projection, including source documents used by the 911 Department in preparing the projection.
- D.T.C. 2-5 Please provide a breakdown of PSAPs and RECCs by location, number of communities served, and year of incorporation into past and current Incentive Grant categories. Further, please identify the 49 PSAPs regionalized since the Development Program began, the communities served by each, and the year of incorporation of each into past and current Incentive Grant categories.
- D.T.C. 2-6 Please refer to Exhibit A in the Petition. Please explain the costs, duties, and functionalities of the North Shore Regional 911 Center as compared to other RECCs.
- D.T.C. 2-7 Please refer to the Petition at Exhibit B under *Grant Programs*.
- a. Please provide complete and detailed documentation of the Development Grant FY 2023 projection of \$30 million, including source documents used by the 911 Department in preparing the projection.
  - b. Please explain how the FY 2022 Development Grant funds will be disbursed to match projected amounts.
  - c. Please explain the projected decrease in Development Grant funding to \$18 million in FYs 2024-2026.
- D.T.C. 2-8 Please refer to the Petition at page 4 and the 911 Department's answer to D.T.C. 1-13. Please provide the amount of the actual invested funds for each FY 2017-2021, and the projected amount of invested funds for each FY 2022-2026.
- D.T.C. 2-9 Please refer to the 911 Department's answer to D.T.C. 1-1. Please explain why the 911 Department used a different number of subscribers in its revenue projection for FY 2022 as opposed to FY 2023-2026.

- D.T.C. 2-10 Please refer to the 911 Department's answer to D.T.C. 1-1. Please explain the 2.81 percent increase in the average number of subscribers for FY 2021 from the previous fiscal year (see 911 Department's response to D.T.C. 1-1 in D.T.C. 21-3) when surcharge revenue decreased 0.67 percent over that same period.
- D.T.C. 2-11 Please refer to the 911 Department's answer to D.T.C. 1-3. Please provide:
- a. the total number of radio towers required for the CoMIRS system;
  - b. the number of towers estimated to need structural reinforcement; and
  - c. the number of towers estimated to need foundation improvements.
- D.T.C. 2-12 Please refer to the table in the 911 Department's answer to D.T.C. 1-3. Please provide a detailed breakdown of expenditures in the Expanded Usage of Network category in the current budget as compared to the 2017 study budget.
- D.T.C. 2-13 Please refer to the 911 Department's table provided in its answers to D.T.C. 1-3 and 1-6. Please explain the discrepancy between the 2017 Radio Infrastructure projected cost of approximately \$135 million provided in that table and the projected cost of \$125 million cited in the Petition at *Project Budget*, page 12. Please update the responses to 1-3 and 1-6 as necessary using the correct projected amount. If the \$135 million amount from the table is correct, please explain the \$10 million increase from the initial projections.
- D.T.C. 2-14 Please refer to the 911 Department's answers to D.T.C. 1-7 and 1-8. Please state when the \$3.8 million analog radio maintenance contract expires and identify any analog radio network the 911 Department contributes funds to or expects to contribute funds to as part of the CoMIRS project.
- D.T.C. 2-15 Please refer to the 911 Department's answer to D.T.C. 1-10.
- a. Please identify the requirements needed for a radio to show 'demonstrated active service' for the CoMIRS program.
  - b. Please identify what, if any, costs the 911 Department plans to incur for the planned 1,500 Massachusetts State Police radio upgrades.
- D.T.C. 2-16 Please refer to the 911 Department's answer to D.T.C. 1-11 and the Petition at Exhibit B, *Capital Projects*. Please provide an update regarding selection of a bidder and the location for the new wireless center. Please include any further changes or delays regarding the projected FY 2023 expenditure and expected timeline of the project.
- D.T.C. 2-17 Please refer to the 911 Department's answer to D.T.C. 1-15. Please provide a breakdown of 911 Department expenditures on circuits, maintenance, and monitoring by PSAP under NG911 for each year, FY 2017 to FY 2021. Please also provide the total cost incurred by PSAPs for equipment, circuit, maintenance, and monitoring in both FY 2021 and FY 1990.

- D.T.C. 2-18 Please refer to the 911 Department's answer to D.T.C. 1-21(a). Please provide complete and detailed documentation of the referenced projected increases, including (a) data showing the projected increase in expenses in the new contract as compared to similar items in the current contract, (b) the reasons for the projected cost increase in each category, and (c) source documents used by the 911 Department in preparing the projections.
- D.T.C. 2-19 Please refer to the 911 Department's answer to D.T.C. 1-21(c). Please explain why the DLR incurs a one-time expense of \$2 million in FY 2023. For NG 911 recurring expenses, please explain why the expenses for all categories increase starting in FY 2025.
- D.T.C. 2-20 Please refer to the 911 Department's answer to D.T.C. 1-22. Please provide the 911 Department's actual expenditures on replacing NG911 equipment prior to the equipment's end-of-life for each year FY 2017 through FY 2021.
- D.T.C. 2-21 Please refer to the 911 Department's answer to D.T.C. 1-23 (a) and (b). Please explain why actual expenditures exceeded projected expenditures in the *Moves/Adds/Changes* line-item in FY 2021 and to this point in FY 2022.
- D.T.C. 2-22 Please refer to updated Exhibit A that the 911 Department provided in response D.T.C. 1-14. Please provide an updated Exhibit A that includes the 911 Department's FY 2022 expenditures to date.
- D.T.C. 2-23 Please provide any internal methodology, policy, or procedure the 911 Department has for projecting expenditures across expense categories.